

**UNITED STATES DISTRICT COURT
DISTRICT OF MASSACHUSETTS**
www.mad.uscourts.gov, Employment, Current Openings

NOTICE OF VACANCY

Position Title: **Operations Manager**

Position Type: **Full-Time Regular (FTR), Excepted Service**

Announcement #: **#11-10**

Location: **Boston, Massachusetts**

Classification Level: **CL-30 (Salary Range \$84,556 - \$137,421 per year), Depending on experience**

Opens: **November 3, 2011**

Closes: November 17, 2011, 5:00 PM

The Clerk's Office currently is seeking applications for an Operations Manager. This position is an executive level position in the Boston office reporting to the Chief Deputy Clerk whose primary focus is in assisting with the operational and administrative management of the Operations section of the Clerk's Office.

Representative Duties:

Assist in providing leadership, management, and supervision for the operations of the Clerk's Office. Oversee the operations section of the Clerk's Office, including full responsibility for the on-going project management of CM/ECF, the processing of cases, statistical reporting, case management and serving as the custodian of official court records.

Assist with the formulation, implementation, monitoring, and modification of organizational policy and local court rules. Participate and collaborate in the establishment and development of court-wide policies. Assist with developing and executing strategic and long-range plans of the Clerk's Office and the court. Interpret and apply the appropriate statutes, rules, and operating procedures, including the *Guide to Judiciary Policies and Procedures* and local internal policies and controls. Host monthly meetings of the CM/ECF Administration team, as well as meetings of courtroom deputies and other operations staff.

Manage court operations through effective coordination and communication of office procedures with unit executives, judges, and chambers staff. Develop effective short-term and long-range workforce plans. Establish employee performance standards that support the mission of the court. Solve work related problems effectively and efficiently using well-supported information and data. Effectively establish and monitor programs which implement change management and quality control techniques. Organize work processes to

optimize the use of both time and resources, ensuring that results meet expectations. Regularly use statistical reports to monitor the management of cases and take appropriate action. Develop and implement clear and thorough operational policies and procedures.

Provide effective oversight and guidance to staff involved in general operations, case management data entry, case opening and closing, quality control, and dictionary maintenance. Promptly address operational or systems problems and ensure appropriate solutions are determined and implemented. Thoroughly evaluate and test new system versions. Work collaboratively with attorneys and their staff on electronic filing processes, procedures and documentation.

Interact with the Administrative Office, Federal Judicial Center, other federal courts, court units, the bar, government agencies, judges and the public to resolve complex issues of practice and procedure.

Supervise preparation and submission of statistical reports relating to all cases filed, disposition of such cases, disposition of defendants in criminal cases, use of jurors, trials and pre-trials conducted and other reports required to reflect the workload of the court.

Provide leadership, management, and direct supervision within the Operations section. Coordinate staff efforts, monitor and ensure timely compliance with project deadlines, and evaluate and memorialize lessons learned during major projects and security and/or emergency operations. Fairly and equitably assign, prioritize, monitor and review work assignments. Mentor and train employees. Identify and manage personnel issues and recommend appropriate action.

In conjunction with the Clerk and management team, establish and adjust long range goals, schedules, priorities and deadlines for completion of work assignments and coordinate work schedules among subordinate units.

Prepare comprehensive memoranda, reports, and correspondence. Draft administrative orders, proposed procedures and local rules. Perform other duties as assigned by the Clerk and Chief Deputy Clerk.

Minimum Qualifications/Requirements:

Mandatory Qualifications: An undergraduate degree from a college or university of recognized standing and a minimum of ten years experience. At least four years of the experience must have been in a position with substantial management and supervisory responsibility. Overall experience should include progressively responsible work assignments in an administrative, technical, professional, supervisory and managerial capacity that provided an opportunity to gain: (1) skill in developing the interpersonal work relationships needed to lead a team of employees, (2) the ability to exercise mature judgment, and (3) thorough knowledge of the basic concepts, principles and theories of management and the ability to understand the managerial policies applicable to the office.

Proficiency in the use of automated equipment and software including word processing and spreadsheet applications, requisite court computer programs, automated case management systems, financial records management systems and related databases and applications.

Demonstrated excellence in written and oral communications and strong interpersonal and analytical skills are essential. The successful candidate must have strong leadership qualities and initiative, and be able to manage change and articulate management priorities. An ability to identify and resolve problems, work effectively with both individuals and teams, and interact courteously and professionally with high-level officials is also required. Person selected will be required to balance the demands of varying workload responsibilities and time sensitive deadlines. A commitment to public service is essential.

Highly Preferred Qualifications: A graduate degree from an accredited university in a field such as business or public administration, political science, criminal justice, law, management, or other related academic disciplines combined with substantial court administration experience may be substituted for some specialized experience.

Desirable Qualifications: Knowledge of and progressively responsible experience in legal management or court, including case management and statistics. Experience in the federal court environment is advantageous, particularly when combined with a working knowledge of Microsoft Office and CM/ECF. Experience in a legal field which required knowledge, interpretation, and application of Federal Rules of Civil and Criminal Procedure and/or federal statutes is highly desired.

Judiciary-Specific Qualifications: For current Judiciary employees, promotion to or placement at the CL-30 level requires one year of experience equivalent to the CL-29 level. Internal applicants are advised that promotion to the CL-30 is subject to authorization from the AO based on their determination that the position is critical.

FBI Background Investigation:

As a condition of employment, the selected candidate must successfully complete a ten-year background investigation and every five years thereafter will be subject to an updated investigation similar to the initial one. Any position offer will be considered provisional until a full suitability determination can be made.

Benefits:

Accrual of paid vacation and sick leave days, based on length of service, and ten (10) paid holidays during the year;

Participation in pre-tax benefits programs (Health, Dental and Vision Insurance programs; Medical and Dependent Care Flexible Spending Accounts; Commuter and Parking Reimbursement Accounts);

Group Life Insurance and Long Term Care Insurance;

Participation in the Federal Employees Retirement System (FERS), which includes the Thrift Savings Plan, a 401k style retirement savings program with employer matching and automatic contributions;

Federal Employees' Group Long Term Disability Program (FEBLTD); and,

Transit Subsidy Program (upon successful completion of the initial probationary period).

How To Apply:

Applicants must submit the following:

1. A cover letter of interest and narrative statement that addresses qualifications, relevant experience and management style or philosophy;
2. A current resume that includes the names and contact information for three (3) professional references; and,
3. A completed and signed Form AO-78, Application for Judicial Branch Federal Employment (which may be obtained at www.mad.uscourts.gov)

Application packages will not be considered complete until ALL the items listed have been received by Human Resources. Submissions should be mailed to:

**United States District Court
Attn: Susan Mohr, HR Director
Vacancy #11-10
John Joseph Moakley U.S. Courthouse
1 Courthouse Way, Suite 2300
Boston, MA 02210**

Applications packages will be accepted by e-mail at: usdcmajobs@mad.uscourts.gov

Note: If you apply by e-mail, please make certain the code HR Mail appears in the subject line of your e-mail correspondence to usdcmajobs@mad.uscourts.gov.

Application forms (AO-78) are available on our website in fillable format at www.mad.uscourts.gov. **Please print or type all information, and be sure to provide your signature, where indicated.** If your application does not provide all information requested, or if your applicant packet is not complete, you may lose consideration for this position.

Information For Applicants:

Employees of the United States District Court are appointed in the excepted service, are considered “at-will” employees, and serve at the pleasure of the Court. All Court employees are required to adhere to a Code of Conduct, copies of which are available upon request. Applicant must be a United States Citizen or permanently eligible to work in the United States. The United States District Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

The U. S. District Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein. The Judiciary cannot reimburse the cost of travel and related expenses for interview purposes, but may be able to provide some relocation assistance to the selected applicant, depending on the individual situation.

Due to the expected high volume of applicants for this position, the U.S. District Court will only make contact with those qualified applicants who will be invited to interview. Applicants invited for a personal interview will be subject to a criminal record check with law enforcement agencies.

The Federal Financial Management Reform Act requires direct deposit of federal wages. Completion of a six-month probationary period is required.

NO FAXES PLEASE

EQUAL OPPORTUNITY EMPLOYER